



Nottinghamshire
County Council

our
voice



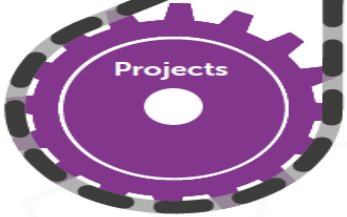
The Big Conversation 2023

communitycatalysts®
unlocking potential effecting change

Spaces where Adult Social care listen to people who use its services to find out what is important to them.

Places for staff to learn about co-production and how to do it well.

Group of people and carers with lived experience who provide scrutiny and support



Groups working together to complete agreed tasks.

Places for people and carers who use adult social care to develop their skills and knowledge about co-production



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Social Care Future Vision

Social Care Future is a national movement. They have developed a vision of a new and better approach to social care

We all want to live in the place we call home with the people and things that we love, in communities where we look out for one another, doing things that matter to us.

That's the social care future we seek. #socialcarefuture

Making it Real

The Council is also working towards the [Making it Real](#) standards developed by the sector partnership Think Local Act Personal (TLAP).

Making it Real has 6 key themes



WELLBEING AND INDEPENDENCE

Living the life I want, keeping safe and well



INFORMATION AND ADVICE

Having the information I need, when I need it



ACTIVE AND SUPPORTIVE COMMUNITIES

Keeping family, friends and connections



FLEXIBLE AND INTEGRATED CARE AND SUPPORT

My support, my own way



WHEN THINGS NEED TO CHANGE

Staying in control



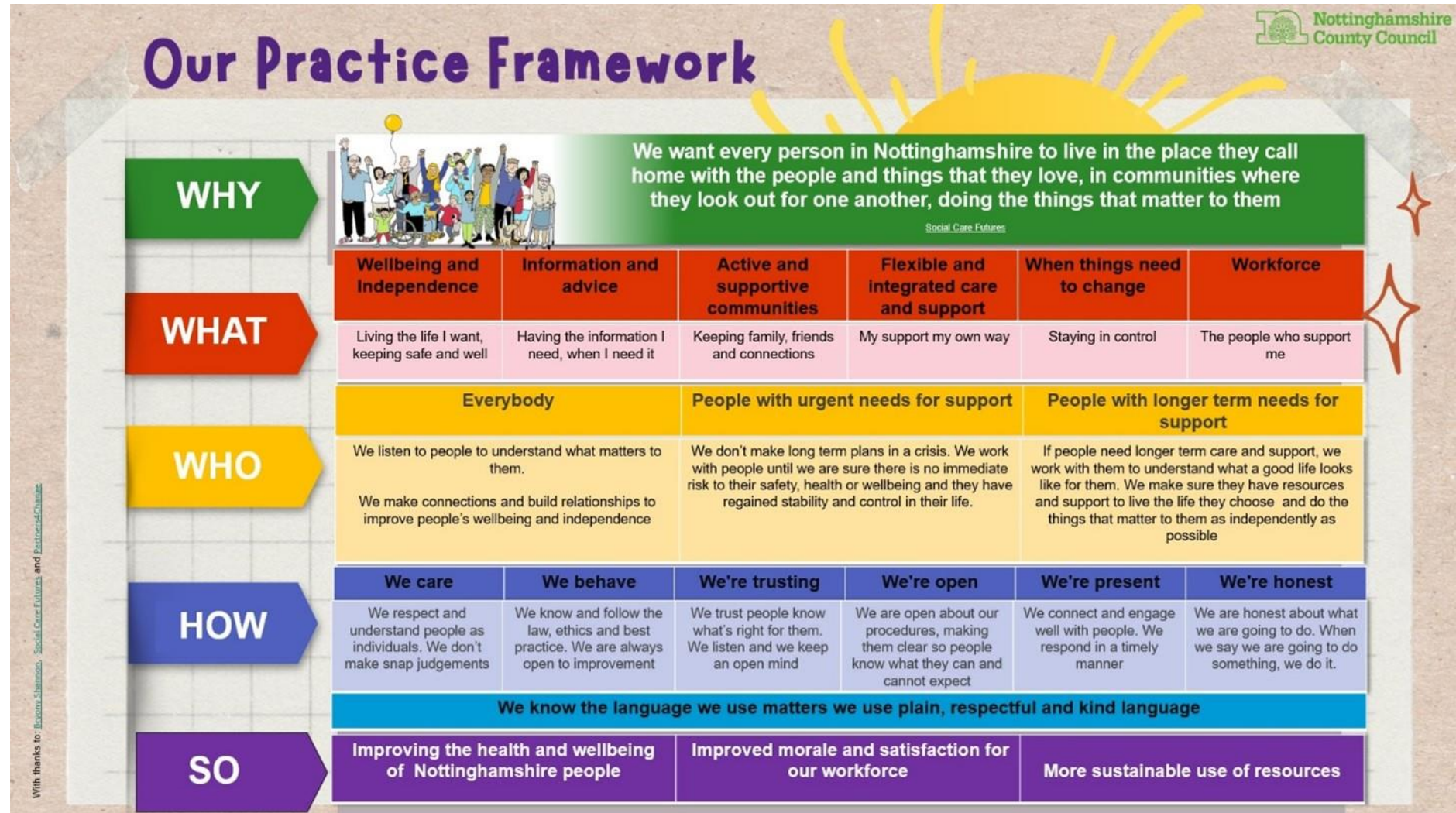
WORKFORCE

The people who support me

Adult Social Care practice framework

The council developed a new practice framework.

It shows 6 key 'how' ways we will work towards the Social Care Future vision:



Events, meetings and surveys



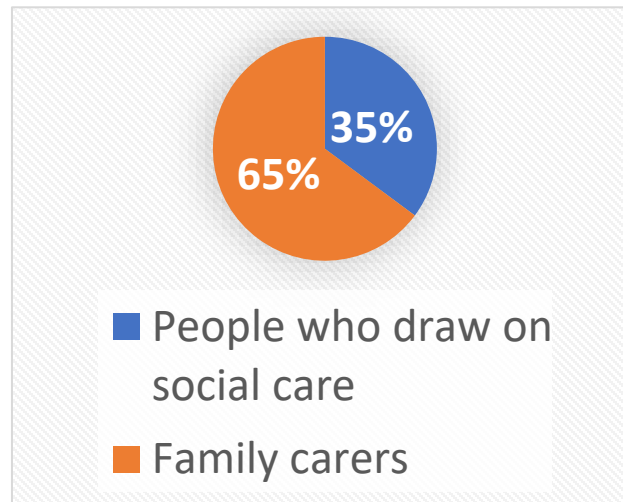
Events

- 7 district events – graphically recorded
- 1 aimed at people who use British Sign Language (BSL)
- **207** people came
- **136** people who draw on social care or family carers
 - **61** people who draw on social care
 - **75** family carers



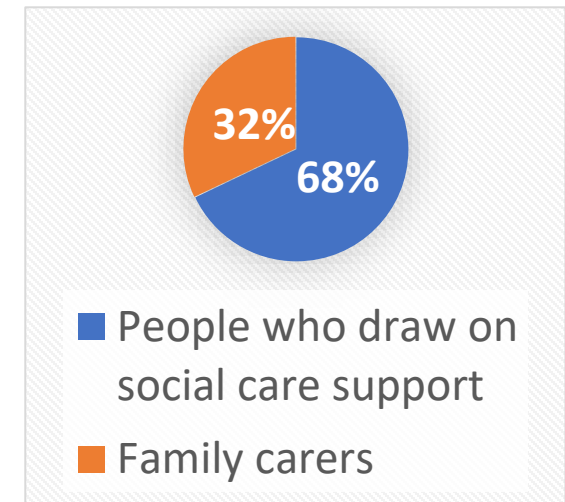
Surveys

- 2 online surveys
 - 1 for family carers
 - 1 for people who draw on social care (easyread)
- **201** surveys submitted.
- Representing **221** people



Meetings

- Community organisations helped us meet their members
- **185** people came to a meeting or group





fibromyalgia back problems
 heart attack Heart disease Fibromyalgia arthritis
 physical disability **Fibromyalgia** **Arthritis**
 liver disease issues diabetes blood pressure
 heart condition depression problems IBS
 Ischaemic Heart osteoarthritis Heart block
 Chronic fatigue

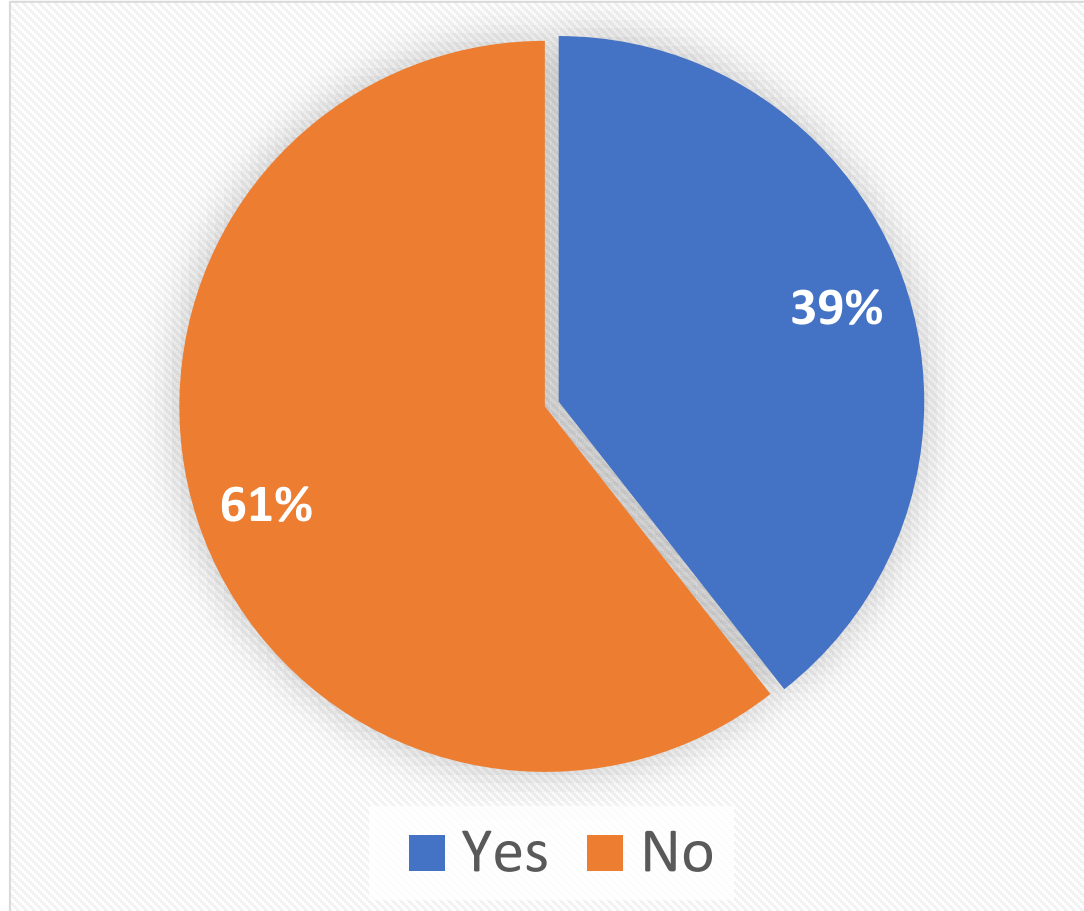
43% live with long term illness or disability

77% offer more than 20 hours of care or support a week to their family member

● 10 hours a week or less	14
● 11 to 19 hours a week	17
● 20+ hours a week	105

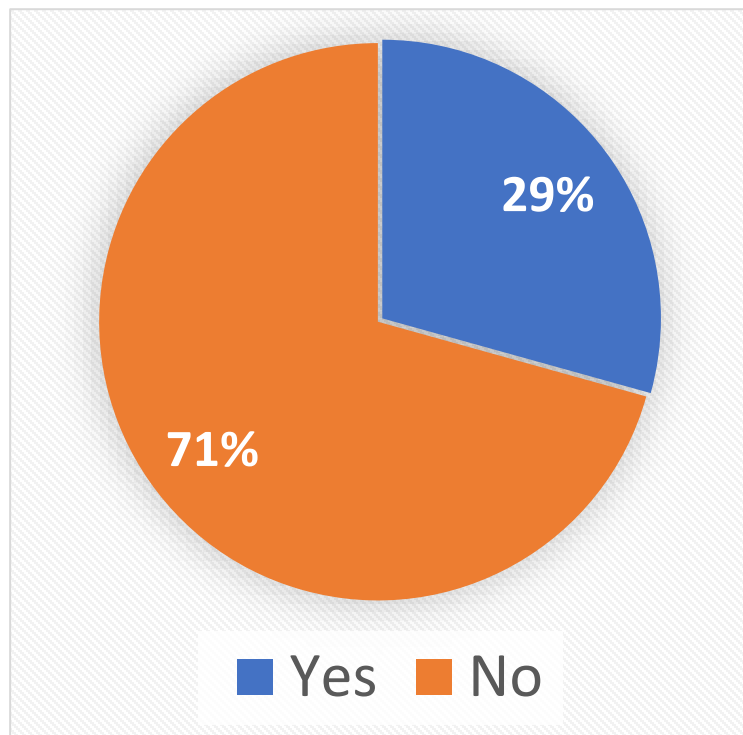


Do you, personally, as a carer, get any support from **unpaid** family or friends or community?



61% carers don't get help or support from family or friends

Do you get any care or support from other organisations (e.g. health services)?



Health team Occupational Health Care Group
speech therapist nurse physio Private care respiratory nurse
palliative nurses Health care nurses Hospital nurse
care home District nurses health care community nurses
rheumatoid nurse minute care care centers primary care

71% of carers get no additional support from services

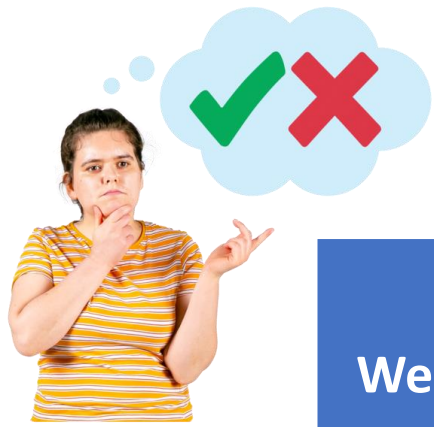
Using social care and also a carer



13.5% - of people who use social care services were also caring for someone else

What did we
hear ?





The 6 key 'how' ways

We care – we respect and understand people as individuals.

We behave – We know and follow the law, ethics and best practice.

We're trusting – We trust people to know what's right for them. We listen and keep an open mind

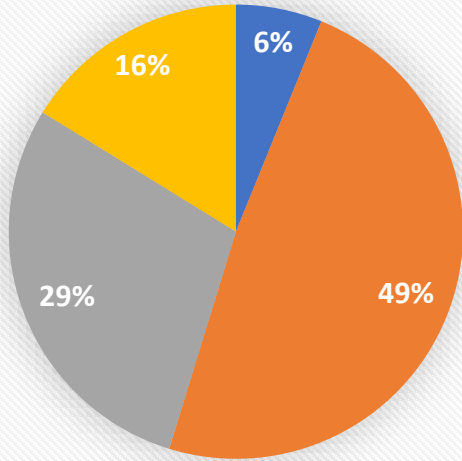
We're open – We are open about our procedures, making them clear so people know what they can and cannot expect

We're present – We connect and engage well with people.

We're honest – We are honest about what we are going to do. When we say we are going to do something we do it

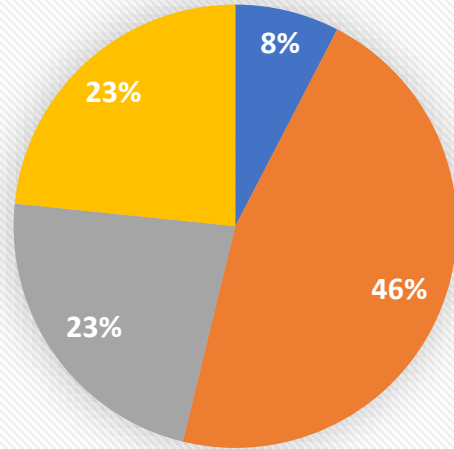
We asked people in the survey how well the council does. BUT remember this is new and people might have shared their view of past experiences not current ones

We care



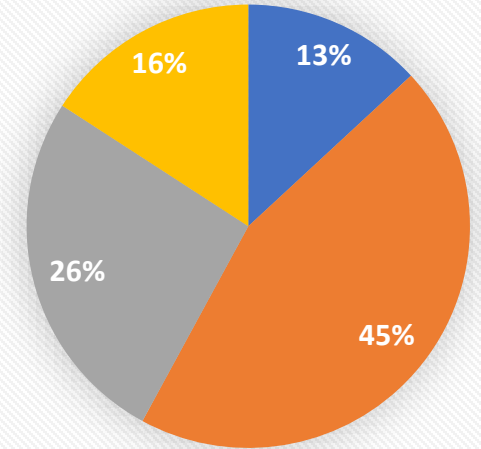
■ Never ■ Sometimes ■ Often ■ Always

We behave



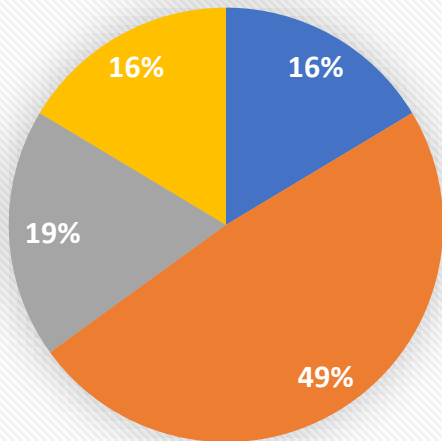
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We're trusting



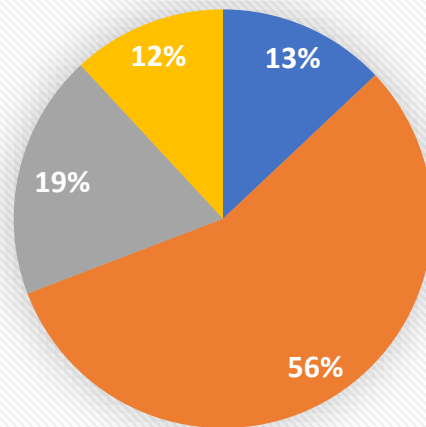
■ Never ■ Sometimes ■ Often ■ Always

We're open



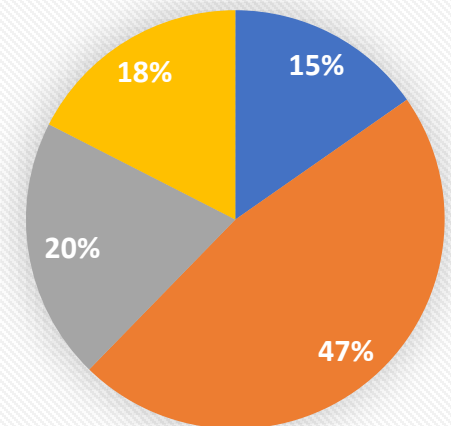
■ Never ■ Sometimes ■ Often ■ Always

We're present



■ Never ■ Sometimes ■ Often ■ Always

We're honest

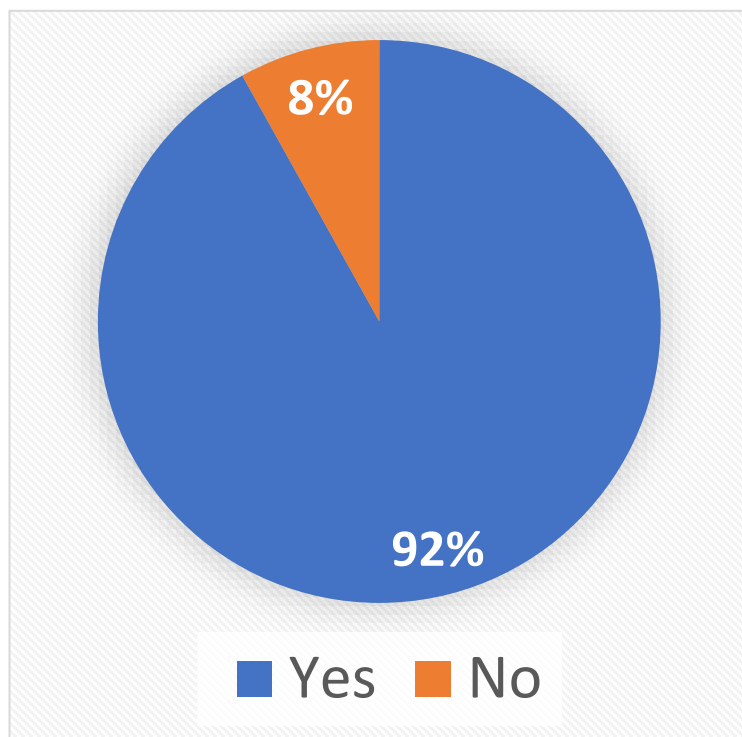


■ Never ■ Sometimes ■ Often ■ Always



Home

Do you have a place you call home, that you chose, where you are free to live as you like?



I have a home but always carers here so can't chose to live how we like...

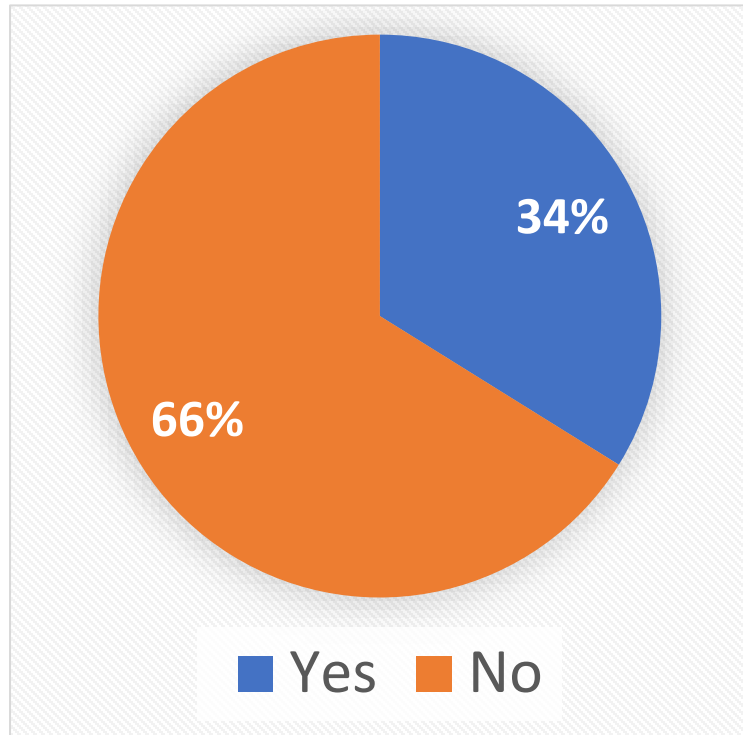
There are times when I don't want to be at home as home can be a stressful place

We age proofed a property 7 years ago, hoping we can stay in it always. Ground floor bedroom and wet room created. Very near local amenities and public transport links



Support to live your life

Does the support you get (from social care rather than family/friends) help you live your life the way you want to?



Volunteers make such a difference

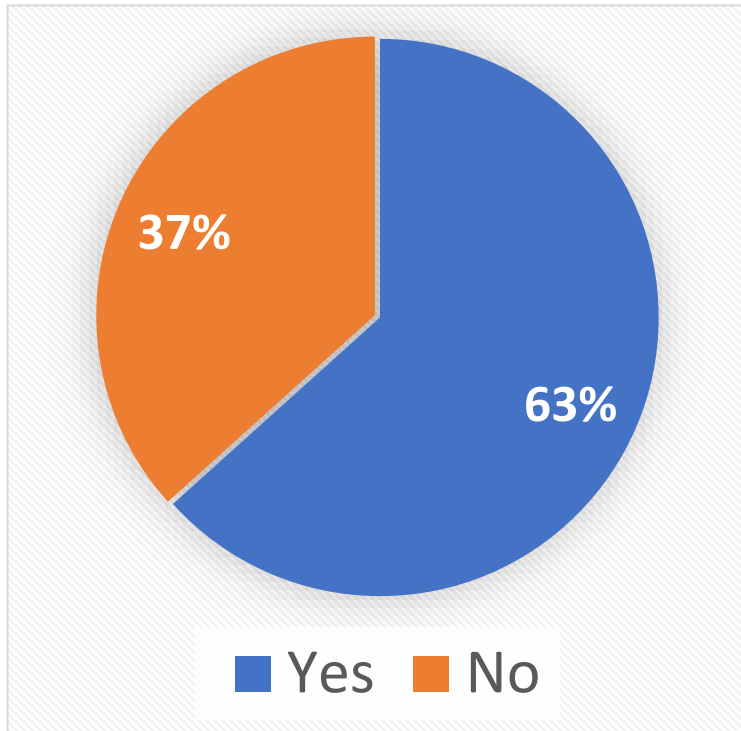
I have recently had a carers assessment, which felt horrendous because it focused mainly on the people I look after and not me

Similar % when asking is people feel in control of their support and if it is tailored to you



Support to live your life

Are the people that support you in your caring role doing it well?



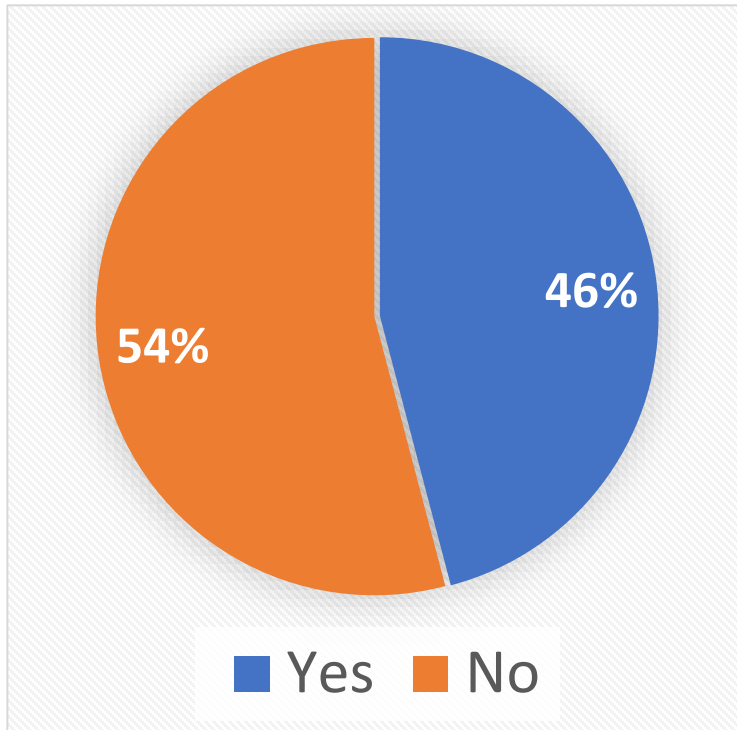
Do not have no input from any other service. I care for my mother 24/7 - 365 days a year

I am fully satisfied with the support package and other support for my children



Connections

Do you feel connected to the people and places that matter to you?



I like chatting to others and sharing experiences

I used to have a really good social life but now I hardly have the time to leave my home because of caring

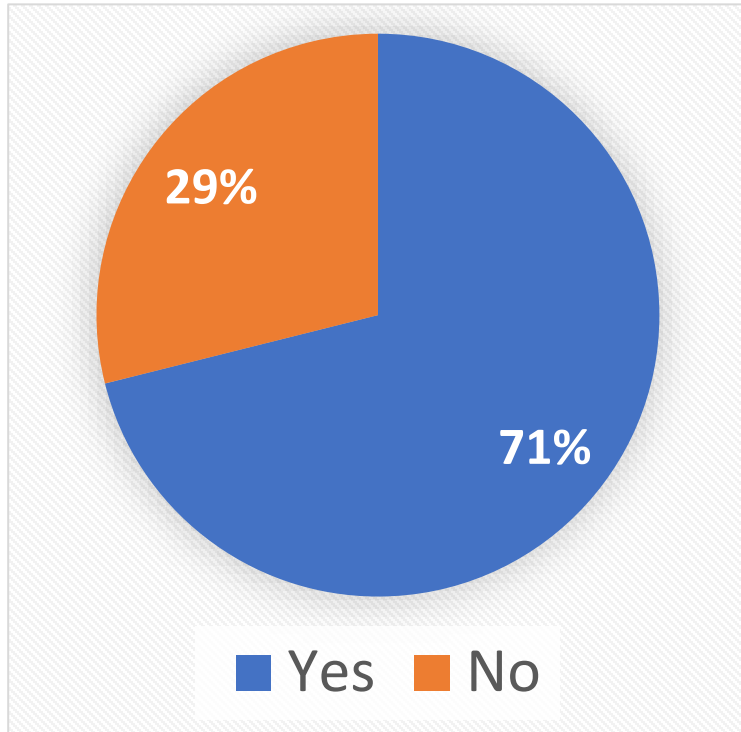
It's very lonely and also a battle to get help and advice

I am still in work and this helps



Feeling safe

Do you always feel safe?



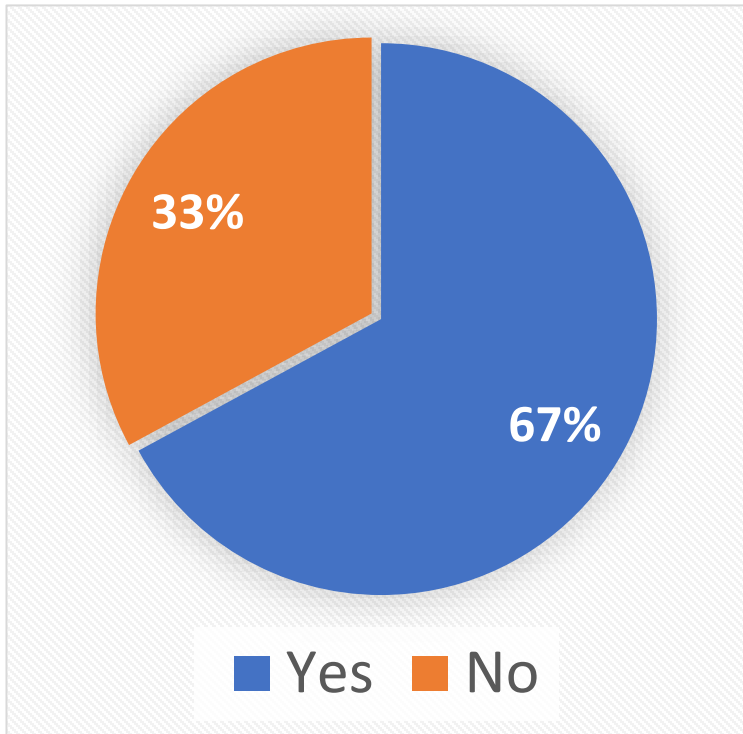
We have an alarm fitted in the house

Mum will leave doors open and continually open the front door. She doesn't recognise people so I'm scared she'll let anyone in

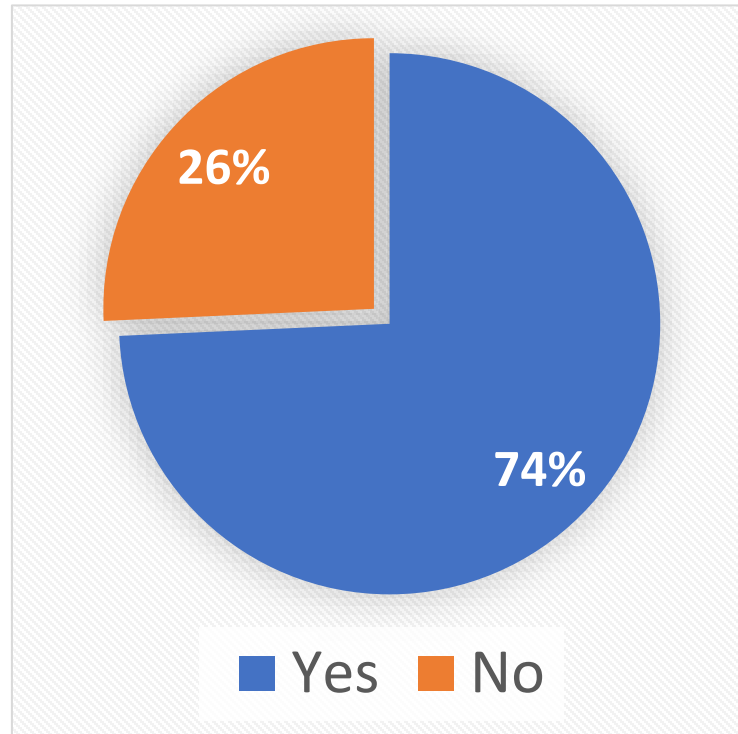


Information

Do you have the right information to make choices about the care and support you need?



Is information given to you in a way you can access and understand?



I don't know how to get it or who to ask

Notts Help Yourself is a good source of info

Good things



Carers

My son has a really good PA. He is self employed and so reliable. They have a great relationship

Our GP has a noticeboard with helpful info on it

We'd be lost without your excellent care and support. We always thank you personally whenever we speak to one of the team

Alzheimer's Society have been very helpful

I am fully satisfied with the support package and other support for my children

There is a great volunteering opportunity called ROB

I like chatting to others and sharing experiences

They are absolutely wonderful they enable both myself and my wife to have a good quality of life and we don't know where we'd be without them

There was a wonderful person at Byron House...

A lady from Citizens Advice

The volunteers make such a difference

Bad things



When you get diagnosed with cancer there is a pathway, but with dementia there isn't and you feel very alone

When people have person centred reviews at the college it can be hard to get someone from the council to attend... It doesn't help families feel confident about what happens next.

We were not told about anything

When you get a diagnosis they don't tell you about the groups

No allocated social workers. You are just talking to a stranger

It feels like you are offered one option and if that doesn't work for you then there are no other options

As soon as your child reaches 18 you are left alone

The first port of call used to be the doctor...but it isn't now

Carers

There isn't a good option for people with high needs

Feel like social workers keep things quiet so nobody find out...maybe to save money

Some things never started up again

You go round in circles

Carers wishes for the future

More peer support
for carers

More inclusive
places and spaces -
use buildings
better

Better supervision
and training of
support staff and
services

Better information
and advice. People
to ask

More family
forums

More access to
specialist support

What are we doing?

Sharing the report

- With those who attended
- With senior managers in adult social care
- With our staff in newsletters and forums
- With colleagues in children and place department
- With providers
- With councillors with responsibility for adult social care
- With district council colleagues
- With health and welling board
- With Integrated Care System colleagues

We will keep sharing it



What are we doing ?



The top five key themes identified are:

1
Accessing the right support for the cared for

2
Access to relevant and appropriate information, advice and guidance

3
Access to short breaks or replacement care to get a break from caring


4
Support for carer health and wellbeing - both mental and physical

5
Being listened to and being able to access good communication and information from health and social care providers



What are we
doing?

Local Account

- A local Account is a public report (strategy) which highlights:
 - Where we are (stats, stories and quotes)
 - what needs to change (priorities)
 - The priorities developed are themes from the Big Conversation and our Annual Conversation
 - They have been co-designed with Carers and people with lived experience
 - Local Account is a 1 year report for 2024 and will be refreshed in 2025
 - Local Account will be published at the beginning of 2024
 - Progress against the priorities will be monitored through Making it Real forum
- 


Example of priorities

Active and Supportive Communities

Keeping family, friends and connections

This theme is about you leading a full and meaningful life connected to your family, friends and community, and how we should be creating opportunities to make sure you are connected to your community, and you can do the things that matter to you.

Proposed Priorities

1. To increase the opportunities for you to engage in further education, employment, or volunteering.
 2. To make the best use of our spaces and buildings to support community activities and peer support.
 3. To work with our partners to improve transport options, so you can connect with family, friends and do the things that matter to you.
 4. To work with colleagues from different organisations to improve your emotional and mental health wellbeing.
- 


Example of priorities

Flexible and Integrated Care and Support

My support, my own way

This theme focuses on you having choice and control over your care and support, how we should be fully involving you in planning your support, and how we should make sure your support works for you

Proposed Priorities

1. To promote Direct Payments to increase choice and control. To make them easier to access and use, including developing a support network to help everyone.
 2. To increase the options for short breaks, so that you and staff understand what the options are.
 3. To increase the number of people who feel positive about their review conversation.
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Get involved?



Surveys and quick polls
from carers space



Share stories



Help grow our E Bulletin



Join the next Big Conversation




Join Our Voice



Where can I find out more?

- [The Big Conversation | Nottinghamshire County Council](#)
- [Co-production: working together Nottinghamshire County Council](#)



How can we best share
what we are doing and get
more carers involved?